

## Letter

**Question 14: The letter to Mr Stock would be best described as a letter of**

- a) satisfaction.
- b) confirmation.
- c) recommendations.
- d) complaint.

**Question 15: What colour tent did Modern Camping send to Alan Davidson?**

- a) purple
- b) black
- c) blue
- d) green

**Question 16: The tone of the letter is one of**

- a) disbelief and resentment.
- b) disappointment and frustration.
- c) condemnation and menace.
- d) appreciation and acquiescence.

**Question 17: The letter from Alan Davidson carries**

- a) an appeal.
- b) a warning.
- c) a plea.
- d) guidance.

**Question 18: Alan Davidson was most upset about the**

- a) colour and delayed delivery of the supplied tents.
- b) size and type of tent supplied.
- c) colour and quality of the tent supplied.
- d) short supply and the last-minute delivery of the order

**Question 19: Alan Davidson requested Modern Camping to**

- a) refund the money on the outstanding tent order.
- b) fill his order for the second tent as soon as possible.
- c) reimburse him for the extra costs he incurred.
- d) immediately refund all his money and expenses.

**Question 20: The tone of the letter could be deemed as**

- a) highly emotional and insistent.
- b) ungracious and demanding.
- c) insolent and unreasonable.
- d) firm and polite.